



## **Request for Proposal**

Educare of Washington, DC  
(Educare DC)

## **JANITORIAL SERVICES**

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ALL MATERIAL IN THIS DOCUMENT IS CONFIDENTIAL TO EDUCARE OF WASHINGTON, DC (EDUCARE DC) AND MAY NOT BE USED BY ANY PARTIES FOR ANY REASON OTHER THAN TO SUBMIT A PROPOSAL TO EDUCARE DC

**Cleaning Service Specifications  
Instructions/Information to Prospective Contractors**

1. PROPOSAL SUBMISSION: Proposals shall be complete and submitted by email to Attn: Dianna Washington – [dWASHINGTON@educaredc.org](mailto:dWASHINGTON@educaredc.org), by July 24, 2017, 5:00pm with subject to read: Proposal for Cleaning Services.

Prices shall cover a period of 12 months, October, 1, 2017- September 30, 2018. All services are to be in accordance with the minimum specifications as provided herein.

2. ALTERNATE/MULTIPLE PROPOSALS: The specifications describe the janitorial services that Educare DC feels are necessary to meet the performance requirements for its facility. It is not the desire or intent of Educare DC to eliminate or exclude any company from submitting a proposal because of minor deviations, alternatives or changes that may be deemed an improvement to the level of service provided.
3. BASIS OF AWARD: Educare DC is seeking firm fixed annual price quotations to provide the specified Cleaning Services for a period of 12 months. Educare DC reserves the right to reject or accept any proposal, in total or in part, or to waive any irregularities in any proposal deemed to be in the best interest of Educare DC.

**The contract will be for a period of one (1) year with the option of three (3) – one (1) year renewals upon mutual consent and agreement of both parties at least ninety (90) days prior to the expiration of the service contract.**

**Locally-Owned, Minority-Owned, Female-Owned or Small Businesses are encouraged to apply.**

4. PRE-PROPOSAL MEETING AND SITE VISIT: Prospective firms must attend a mandatory pre-proposal meeting in order to receive consideration. The meeting shall take place on Friday, July, 7, 2017 from 9:00am-12:00pm and 2:00pm-4:00pm at Educare DC. The facility is located at 640 Anacostia Avenue NE, Washington, DC 20019. The meeting will include a walk-through site visit of the facility to allow prospective contractors to assess and survey the scope of work involved. Prospective contractors are encouraged to collect all necessary information and to satisfy any questions.

Prospective Contractors are also required to RSVP for one of the above meeting times by contacting Crystal Simmons – (202) 727-5604 / [csimmons@educaredc.org](mailto:csimmons@educaredc.org). Please provide your name, number of attendees (**maximum 2** per company), the name of their organization, and contact information.

5. INSURANCE AND THIRD PARTY LIABILITY: The successful Contractor shall procure and maintain, or produce holding for the duration of the contract, insurance against claims for

injuries to persons or damages to property which may arise from or in connection with the performance of the work by the Contractor, his agents, representatives, employees or subcontractors.

- A. During the term of the contract, the Contractor shall provide the following types of insurance in limits no less than:
    1. **Commercial General Liability**: The Contractor shall have \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. The minimum General Aggregate shall be no less than \$3,000,000 or a project/contract specific aggregate of \$3,000,000.
    2. **Worker's Compensation and Employers' Liability**: Workers' Compensation coverage with statutory limits and Employers' Liability limits of \$1,000,000 per accident.
  - B. The Contractor shall furnish to Educare DC satisfactory proof of coverage of the above requirements by a reliable company or companies prior to the implementation of the contract. Said certificates shall contain a clause to the effect that, for the duration of the contract, the insurance policy may not be cancelled or changed without thirty (30) days advance written notice to Educare DC. In addition, certificates of insurance shall list Educare DC, its officers, agents, and employees as additional insured on all required policies.
6. INDEMNITY AND HOLD HARMLESS PROVISIONS: To the fullest extent permitted by law, the Contractor shall agree to defend, indemnify and hold harmless Educare DC, its officials, agents, and employees, against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, which may in anyway accrue against Educare DC, its officials, agents, and employees, arising in whole or in part or in consequence of the performance of this work by the Contractor, its employees, or subcontractors, or which may in anyway result therefore, except that arising out of the sole legal cause of Educare DC, its agents or employees, the Contractor shall, at its own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefore or incurred in connections therewith, and, if any judgment shall be rendered against Educare DC, its officials, agents and employees, in any such action, the Contractor shall, at its own expense, satisfy and discharge the same.

The Contractor expressly understands and agrees that any performance bond or insurance policies required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend Educare DC, its officials, agents and employees as herein provided.

7. QUALIFICATIONS FOR PROPOSING CONTRACTOR: The prospective Contractor must be satisfactory to Educare DC from the standpoint of such matters as experience, length of time in the business, reliability and demonstrated ability to provide the services required by the specifications. A qualified Contractor must satisfy the following requirements:
- A. Maintain a permanent place of business.
  - B. Have adequate manpower and equipment to perform services in an expeditious and adequate manner.
  - C. Have satisfactorily furnished services of similar size and scope for a period of at least 12 months.
  - D. Provide no less than three (3) current reference contacts for services of similar size and scope. **These references are to be submitted as part of the Proposal.**
  - E. Ownership and onsite staff must submit to a criminal background investigation and FBI check conducted at the D.C. Superior Court, Child Protection Registry (CPR) check, a current TB test.

8. SCHEDULE OF EVENTS

Event	Date
1. RFP Notice in DC Register	June 23, 2017
2. Proposal Due Date	<b>July 24, 2017 5:00 PM Eastern Time</b>
3. Required facility walkthrough	July 7, 2017 – 9:00am-12:00pm or 2:00pm -4:00pm
4. Possible interview and/or presentation of	Between July 31- August 4, 2017
4. Intended decision/selection of Contractor	August 14, 2017
5. Transition period	August 21-31, 2017
6. Expected commencement date of work to include possible transition	October 1, 2017

9. PRE-START MEETING: Prior to the October 1, 2017 start date, the successful Contractor shall be required to meet with the Educare DC Administrative Manager to discuss the terms, provisions, stipulations, and procedures of the contract, as well as, chemicals, cleaning supplies and other materials to be used in performance of the cleaning services. Upon approval of the chemicals, cleaning supplies and other materials, the Contractor shall within thirty (30) days, provide or cause to provide Educare DC the corresponding Material Safety Data Sheet (MSDS) for said chemicals, cleaners, and materials. Educare DC, as part of its commitment to preserving the environment and in accordance with its LEED Certification, has chosen to utilize low volatile organic compound (“low VOC”) cleaning products.

10. ASSIGNMENT AND SUBCONTRACTING: The successful Contractor may not assign, transfer, convey, sublet, subcontract, or otherwise dispose of this contract, or the Contractor's right, title, or interest therein, or the power to execute such contract to any other person, firm, or corporation without prior written consent of Educare DC.
11. INVOICE AND PAYMENT: Invoices must be submitted on a monthly basis for services rendered. Invoices should be submitted to Educare DC – 640 Anacostia Avenue, NE, Washington, DC 20019 – Attn; Accounts Payables for payment within net 30 days or email invoices to – [educaredcpayables@bill.com](mailto:educaredcpayables@bill.com).
12. TAX EXEMPTION: Educare DC is a 501(c) (3) tax-exempt organization that is not subject to state and local taxes on the delivery of services and supplies directly to Educare DC.
13. CANCELLATION: Educare DC reserves the right to terminate services at any time during the term of the contract upon receipt of a thirty (30) day written notice to the Contractor.
14. DEFAULT: In the case of default of the Contractor, Educare DC reserves the right to terminate the contract and purchase similar services in the open market, charging against the Contractor in excess costs Educare DC incurs thereby.
15. Any questions or requests for additional information are to be directed to Dianna Washington, Administrative Manager, [dWASHINGTON@educaredc.org](mailto:dWASHINGTON@educaredc.org).

## Minimum Specifications for Cleaning Services

### INTRODUCTION:

Educare DC is requesting proposals for comprehensive daily cleaning services for its early childhood development facility located at 640 Anacostia Avenue NE, Washington, DC 20019.

The general areas to be serviced include the following:

Entrances and Lobby	Adult Restrooms
Hallways	Gross Motor Skills Rooms
Conference Room	Teacher Resource
Private Offices	Staff Workroom
Classrooms	Staff Lounge
Student Restrooms	Training / Meeting Rooms

### OVERALL REQUIREMENTS:

1. Cleaning services can start as early as 2:00pm. Additionally, Educare DC allows community partners and/or community groups to utilize its facility in the evening to host meetings. The Contractor must not interfere with any scheduled meeting(s). Notification of evening meetings will be provided by Educare DC staff in advance.
2. The following holidays are excluded: New Years' Day, President's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Martin Luther Jr. Day, Veteran's Day, Columbus Day, Emancipation Day, Thanksgiving Day, Thanksgiving Friday, and Christmas Day.
3. The cleaning service shall provide a working supervisor or manager capable of fluently speaking, reading, and writing English to be on the premises every day while cleaning services are in progress. The cleaning staff must be professional at all times. The working supervisor or manager will be replaced within twenty-four (24) hours if Educare DC reasonably determines that he/she is unsatisfactory.
4. For security purposes, the Contractor will be required to submit a list including the names and addresses of the personnel who will be regularly assigned to Educare DC property. In addition, all cleaning staff assigned to Educare DC premises must be bonded and insured. All cleaning staff shall wear a work uniform or smock that clearly displays the company and worker's name, as well as, display an Educare DC issued identification tag. Proper work attire to include non-skid/slip-resistant shoes. Shorts will not be accepted as work clothing.

5. The Contractor warrants, covenants and otherwise agrees that the personnel it sends to Educare DC shall be responsible individuals free of felony convictions. The Contractor shall obtain waivers or consent forms from its employees and shall otherwise comply with all federal, state and local laws with regards to background checks. In this regard, the Contractor agrees to obtain waivers from its employees and will perform a background check for criminal history with the District of Columbia. This background check shall include fingerprints for a nationwide criminal record check (i.e. FBI check) in addition to all other relevant information such as date of birth, address history, social security number, etc. The results of these background checks shall be provided to Educare DC prior to any personnel being assigned to Educare DC and/or its premises.
6. The Contractor may not substitute any employee on Educare DC property without prior notification to Educare DC. In the event that a substitute employee is to be utilized, they must report it to Educare DC 24-hours in advance; and, submit all the required paperwork to the Educare DC – Administrative Manager.
7. The Contractor’s personnel shall not disturb papers on desks or open drawers, cabinets, files, or bookcases. Educare DC’s telephones shall not be used by the Contractor’s personnel for personal use. Under no circumstances shall the Contractor’s personnel be allowed to bring visitors’, children, or other relatives into Educare DC’s building.
8. A task binder will be kept in the Lobby that will note special instructions or specific tasks (such as a spill clean-up) that are to be attended to that night. The Supervisor shall initial each item as completed and make any necessary notations.
9. The Contractor shall assume full responsibility for the actions of its employees or agents and shall repair or replace any damaged item or area of Educare DC caused by the actions of its employees or agents unless said damage occurred under circumstances beyond their reasonable control as determined by Educare DC management personnel.
10. To provide for open communication and quality assurance, the Contractor’s representative shall perform site visits, upon request of Educare DC, during regular business hours.
11. The Contractor will notify Educare DC of the cleaning schedule. In addition, any items on the specifications listed as monthly or quarterly tasks are to be scheduled with the Educare DC Administrative Manager in advance.
12. Educare DC reserves the right to discount the monthly invoice for work not performed and/or performed in an unsatisfactory manner. The discount is not to be

considered a penalty, but rather will be in direct proportion to the time and materials necessary for Educare DC staff to perform those services as described in the contract at a satisfactory level. A discount will be demanded after written notice is given to the Contractor via first class mail or email outlining a specific complaint(s) and/or how the terms of the contract are not being fulfilled.

On the first occurrence of a specific service complaint or breach, the Contractor will have five (5) working days to evaluate the performance and/or source of the complaint and implement corrective measures. If, after the five-day period, improvements to the service or contract breach are not evident by Educare DC, then the discount will be levied to the monthly invoice.

On the second occurrence of the same incident or complaint, only three (3) days will be given before the discount is applied. The third and subsequent occurrence of the same incident or breach will result in an automatic discount to the monthly invoice and will be considered a breach of contract.

13. The Contractor shall comply with all applicable federal, state, and local regulations and ordinances including but not limited to Equal Opportunity Employment and Sexual Harassment laws.
14. The work schedule and/or specifications are subject to change by mutual written agreement between Educare DC and the Contractor.
15. Educare DC reserves the right to terminate service at any time during the term of the contract upon thirty (30) days written notice to the Contractor.

#### SUPPLIES:

The cleaning service shall provide all cleaning equipment and supplies including deodorizers, all disinfectants and sanitizers, floor cleaning products, polishes, etc. Educare DC will supply plastic trash can liners, paper towels, toilet tissue, and liquid hand soap.

All cleaning products shall be low VOC cleaning solvents and of a quality acceptable to Educare DC. Generally, preferred products are those from the Envirox line, most specifically, H2Orange2 Concentrate 117 and Mineral Shock.

The Contractor or supply vendor will be required to submit to Educare DC the corresponding Material Safety Data Sheets (MSDS) for all cleaners, polishes, soaps, and other chemicals used to provide the specified cleaning services.



**As an alternate in the proposal, please indicate project cost if Educare DC supplies all cleaning products.**

## **SPECIFICATIONS FOR CLEANING SERVICES**

### **Interior/Exterior Entrances, Common Areas, Lobby Areas**

#### **Nightly:**

- All lobby glass (up to entrance door height) will be cleaned with an approved cleaning solution.
- Furniture, pictures, tables and all horizontal surfaces will be dusted to a height of 72" and enough vertical surfaces dusted daily to complete all vertical surfaces within each week.
- Wastepaper baskets will be emptied and liners replaced as needed
- Drinking fountains will be cleaned and polished
- All reception area rugs, carpets and walk-off mats will be vacuumed.
- All carpeted areas will be inspected for spots and stains and removed, if possible, with the appropriate carpet spotting methods. Where difficult spots are encountered, a notation will be left with school management.
- All VCT flooring will be dust mopped with an impregnated mop then damp mopped with a neutral cleaner to insure dust-free floors.
- All wood flooring will be dust mopped with a dry micro fiber pad, or with an Easy Trap micro fiber cloth system.
- All wood flooring will be damp mopped with a neutral cleaner and a micro fiber scrubbing pad, or easy scrub pad.
- Security station will be cleaned, including behind the security/reception area.
- Locker exteriors will be cleaned with disinfectant regularly.

#### **Two times per week:**

- Spray buff all main floors

#### **Weekly:**

- Interior door kick plates, push plates and bars, door thresholds, doors and framework will be damp wiped.
- Lobby walls will be damp wiped up to a height of 72" and kept free of finger marks, smudges etc.
- Glass on display and trophy cases will be spot cleaned, including but not limited to removal of dust, etc., from the bottom of the case.
- High and low areas will be checked for cobwebs.

**Monthly:**

- Exterior of all light fixtures will be dusted with a treated cloth or static duster.

**Quarterly:**

- Buff flooring at front entrance— process and materials to be coordinated with facility manager and/or terrazzo restoration firm.

**Summer Break:**

- Strip and wax all flooring, applying (5) coats as needed. Perform daily routine as set forth in the contract in all areas that remain open during the summer; i.e., restrooms, administrative offices, cafeteria, summer school classrooms, etc.

**Spring Break:**

- Thoroughly clean all flooring applying wax as needed.

**Winter Break:**

- Spring & winter, Educare will pull trash once, put trash in halls.

**Classrooms:****Nightly:**

- All furniture, office equipment and appliances, window frames etc., will be dusted with a treated cloth or static duster. Include all horizontal surfaces up to 72" inches high and enough vertical surfaces daily to complete all vertical surfaces within each week.
- Student desks will be damp-wiped with disinfectant solution; graffiti and stains will be removed.
- Clean and sanitize desks and tables not cleared of paper and work materials will only be dusted where desk is exposed
- Clean, sanitize and polish classroom sinks and counters.
- All chalkboards or dry-erase boards will be washed unless specific instructions are left not to do so.
- Wastepaper baskets will be emptied and liners replaced and cleaned if necessary.
- Waste, not in proper receptacles, will not be removed unless clearly marked "TRASH."
- Floor dusting shall be done after furniture has been dusted.
- Dust mop with a dry micro fiber pad, or with an Easy Trap micro fiber cloth system.
- Clean and sanitize floors micro fiber scrubbing pad, or easy scrub pad.

**Weekly:**

- Classroom walls will be damp wiped up to a height of 72" and kept free of finger marks, smudges etc.
- High and low areas will be dusted and cleaned if necessary.
- Door thresholds, doors and framework will be cleaned and sanitized.
- Recycling will be emptied into an approved location.

**Monthly:**

- Telephones (if applicable) will be damp wiped with a disinfectant cleaner.
- Vacuum all areas around A/C and return air grills.
- Pipes, ledges, ceilings, moldings, window sills and picture frames (including those in display cases) will be dusted with a treated cloth.

**Quarterly:**

- Damp wipe interior and exterior of all wastebaskets.

**Restrooms (Adult and Classrooms):****Nightly:**

- Clean and polish all mirrors, hand basins, door handles and bright work with a non-abrasive cleaner
- Clean and sanitize counter tops
- Thoroughly clean urinals, toilets, and toilet seats with an approved disinfectant solution.
- Toilet bowl brush will be used on toilet bowls, and care shall be given to clean flush holes under the rim of bowls and passage traps.
- Damp wipe, where necessary, wall and partitions to keep free of handprints and dust.
- Replenish hand soap, towels, tissues, and toilet seat covers.
- Sweep floors
- Clean and sanitize floors with an approved disinfectant solution.
- Empty trash receptacles, replacing liners.
- Remove and replace waxed sanitary napkin disposal bags (if applicable).
- Remove graffiti from walls and partitions (if applicable).

**Weekly:**

- Damp wipe, where necessary, walls and partitions to keep free of hand-prints and dust.
- Clean and disinfect all lavatory walls/partitions and wastepaper receptacles.
- Exterior of all light fixtures will be dusted.

- A disinfectant solution will be placed in floor drains to insure trap water levels are maintained and odors are controlled.

**Monthly:**

- Ventilating louvers shall be damp wiped.

**Quarterly:**

- Machine scrub floors with an approved germicidal detergent solution.

**Conference Rooms**

**Nightly:**

- All furniture, office equipment and appliances, window frames etc., will be dusted with a treated cloth or static duster. Include all horizontal surfaces up to 72" high and enough vertical surfaces daily to complete all vertical surfaces within each week.
- Tables will be damp-wiped with disinfectant solution; graffiti and stains will be removed.
- Desks and tables not cleared of paper and work material will only be dusted where desk is exposed.
- Wastepaper baskets will be emptied and liners replaced.
- Waste, not in proper receptacles, will not be removed unless clearly marked "TRASH."
- All rugs and carpets will be vacuumed in high traffic areas.
- All carpeted areas will be inspected for spots and stains and be removed, as soon as possible, with the appropriate carpet spotting methods. Where difficult spots are encountered, a notation will be left with the building management representative.
- Any personal items found in the process of cleaning the Music room, Conference rooms and library will be turned into the school's administrative office.

**Weekly:**

- Detail vacuum all carpeted areas with special emphasis on hard to reach areas such as under desks and chairs.
- Walls will be spot cleaned up to a height of 72" and kept free of finger marks, smudges etc.
- High and low areas will be checked for cobwebs.
- Door thresholds, doors and framework will be damp wiped.
- Recycling will be emptied into a central location.

**Monthly:**

- Telephones (if applicable) will be damp wiped with disinfectant cleaner
- Vacuum all areas around A/C and return air grills.

- Pipes, ledges, ceilings, moldings, window sills and picture frames will be dusted with a treated cloth.

#### **Quarterly:**

- Damp wipe interior and exterior of all wastebaskets.
- Spot clean carpeting. Cleaning staff will move all furniture under 50lbs, put back all furniture and use fan blowers to insure drying of carpeting.
- Library shelves will be dusted.

#### **Semi-Annually:**

- Extract all carpeting. The cleaning staff will move all furniture under 50lbs, then, return all furniture when the carpet is dry.

#### **Administrative Offices and Work Rooms:**

##### **Nightly:**

- All furniture, office equipment and appliances, window frames etc., will be dusted with a treated cloth or static duster. Include all horizontal surfaces up to 72" high and enough vertical surfaces daily to complete all vertical surfaces within each week.
- Desks and tables not cleared of paper and work materials will only be dusted where desk is exposed.
- Wastepaper baskets will be emptied and liners replaced.
- Waste, not in proper receptacles, will not be removed unless clearly marked "TRASH."
- All rugs and carpets will be vacuumed in high traffic areas.
- All carpeted areas will be inspected for spots and stains and be removed, as soon as possible, with the appropriate carpet spotting methods. Where difficult spots are encountered, a notation will be left with the building management representative.

##### **Weekly:**

- Detail vacuum all carpeted areas with special emphasis on hard to reach areas such as under desks and chairs.
- Walls will be spot cleaned to a height of 72" and kept free of finger marks, smudges etc.
- High and low areas will be dusted.
- Door thresholds, doors and framework will be damp wiped.
- Recycling will be emptied into central location.

##### **Monthly:**

- Telephones (if applicable) will be damp wiped with a disinfectant cleaner.

- Vacuum all areas around A/C and return air grills.
- Pipes, ledges, ceilings, moldings, window sills and picture frames will be dusted with a treated cloth.

**Quarterly:**

- Damp wipe interior and exterior of all wastebaskets
- Bonnet clean carpet. The cleaning staff will move all furniture under 50lbs, then, return all furniture when carpet is dry.

**Semi-Annually:**

- Extract all carpeting within administrative offices and work rooms. The cleaning staff will move all furniture under 50lbs, and put back all furniture when carpet is dry.

**Workroom/Teacher Lounge:**

**Nightly:**

- Sink stations and counters will be cleaned and polished
- Tables and chairs will be cleaned nightly
- Empty trash and replace liners
- Appliances will be wiped clean
- Carpets will be thoroughly vacuumed
- Floors swept, cleaned and disinfected.

**Weekly:**

- Walls will be damp wiped up to a height of 72" and kept free of finger marks, smudges etc.
- High and low areas will be checked for cobwebs.
- Door thresholds, doors and framework will be damp wiped.
- Recycling will be emptied into central location.
- Carpets will be spot cleaned

**Monthly:**

- Bonnet clean carpeting

**Quarterly:**

- Extract all carpeting. The cleaning staff will move all furniture under 50lbs, then, return all furniture when the carpet is dry.

### **Staff Lounge and Multipurpose Room:**

#### **Daily:**

- All hard surface floor areas will be dust mopped with a treated yarn dust mop daily with special attention given to areas under tables and chairs to prevent accumulation of dust and dirt.
- All hard surface flooring will be damp mopped with a neutral cleaner.
- When damp mopping, care will be used to avoid splashing walls or furniture.
- Trash cans will be emptied and liners replaced
- Clean and disinfect tables and chairs.

#### **Monthly:**

- Wipe clean baseboards removing stripper and built-up wax.
- Clean and disinfect inside and outside trash cans.

#### **Quarterly:**

- Scrub and recoat floors

#### **Semi-Annually:**

- Strip and wax floors, apply (5) coats.

### **Commercial Kitchen:**

#### **Daily:**

- Sweep and mop floors using germicidal disinfectant.

#### **Quarterly:**

- Scrub and recoat hard finished flooring.
- Clean baseboards.

#### **Semi-Annually:**

- Strip and wax hard finished flooring, (5) coats.

### **SUMMER DETAIL CLEANING/TASKS:**

- Perform daily routine as set forth in the contract in all areas that remain open during the summer; (i.e., Classrooms, Common areas, Restrooms, Administrative Offices, etc.)
- Damp wipe all chairs, desks and tables

- Thoroughly wash all chalkboards and dry-erase boards
- Detail high dusting to include vents, heaters, air return units, and ceiling fans
- Dust all window blinds
- Clean interior of all windows (\*An additional charge will apply for cleaning of exterior of windows)
- Damp wipe window sills, shelves and horizontal surfaces inclusive of shelving
- Clean interior and exterior of trash receptacles
- Shampoo all carpeted areas.
- Strip and refinish all flooring.
- Clean all restrooms to include scrubbing floors, walls, stalls, base units, vents, louvers and dispensers.